

Internet Site Survey

Attachment 4

	Yes	No	Not Certain
1. Please select here if you are a first time visitor to <site>	___	___	___
2. Did <site> enable you to readily access appropriate regulatory and/or technical information regarding the <sector> industry?	___	___	___
3. Did <site> enable you to readily access current regulatory and/or technical information regarding the <sector> industry?	___	___	___
4. Did <site> help yo better understand the environmental regulations That may apply to the <sector> industry?	___	___	___
5. What action(s) have you taken - in whole or in part - as a result of using <site> <i>check all that apply</i>			
___ Identified a needed permit or certification			
___ Assisted in obtaining a permit or certification			
___ Contacted a regulatory agency			
___ Contacted a vendor or other assistance provider			
___ Helped client change a process or practice			
___ Helped client reach compliance			
___ Helped client identify pollution prevention opportunities			
___ Provided compliance guides or fact sheets			
___ I have not taken any actions			
___ Other specify:			
6. Has using the Center, or the actions taken above, resulted in cost savings for you or your clients?	___	___	___
7. Did <site> help you answer you clients' questions?	___	___	___
8. Please choose the category that best describes you so that you can be directed to the appropriate questions:			
___ {facility}		___ Trade Association	
___ vendor		___ Assistance Provider	
___ Government		___ Other specify:	
___ Education/Industry Trainer			

9. Please identify the environmental improvements resulted, or will result, from the above action(s) taken:

Check all that apply:

- ☐ Reduced emission (air, fugitive, etc.)
- ☐ Reduced waste (solid, hazardous)
- ☐ Reduced risk to human health and the environment
- ☐ Conserved water
- ☐ Conserved energy
- ☐ Conserved other resources
- ☐ I am not aware of environmental improvements
- ☐ There have not been any environmental improvements
- ☐ Other Specify _____

Metal Finisher Questions

10. Please indicate your current level of participation with NMFRC:

- ☐ I am a subscriber to NMFRC
- ☐ I am a member of NMFRC
- ☐ I have used NMFRC services but I am not a member
- ☐ I am a first time visitor to the NMFRC

	Yes	No	Not Certain
11. Did the use of <site> improve your understanding of the Environmental Regulations that apply to your establishment?	___	___	___

12. Did <site> provide resources and/or knowledge that help your establishment comply with environmental regulations?	___	___	___
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13. How has <site> helped you better comply with environmental regulations?	___	___	___
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14. Please indicate any actions you have taken due to, in whole or in part, information you have found through <site> services or resources:

Check all that apply:

- ☐ Contacted a vendor
- ☐ Contacted a regulatory agency
- ☐ Contacted an assistance provider
- ☐ Performed a self-audit
- ☐ Changed a process or practice
- ☐ Changed the handling of waste or emission
- ☐ Obtained a permit or certification
- ☐ Reached compliance with environmental regulations

_____ I have never taken any actions as a result of
_____ This is my first visit to the NMFRC

	Yes	No	Not Certain
15. Has using the Center, or the actions taken above, resulted in a cost savings to your establishment?	___	___	___

16. Did you gain knowledge from the use of the <site> that has enabled you to

Check all that apply

- ___ Reduce air emissions
- ___ Reduce risk to human health and the environment
- ___ Conserve water
- ___ Conserve energy
- ___ Conserve other resources
- ___ Other Specify: _____

17. How did you learn about the site?

Check all that apply:

The internet:

- ___ Through a search engine (Alta-Vista, Yahoo, etc.)
- ___ Through a link from another web site _____
- ___ E-mail message or list serve

Trade Association

- ___ Trade show or conference
- ___ Bulletins
- ___ Other Specify _____

Printed Material

- ___ Brochure
- ___ Publications
- ___ Other Sepcify _____

Assistance Provider

- ___ Vendor
- ___ Small Business Assistance Program

Other

- ___ Word of Mouth
- ___ Other _____

	very useful	somewhat useful	not useful	never used	unaware of
18. Did you find the compliance assistance information for the site.	___	___	___	___	___

19. Did you find the current issues and news.	___	___	___	___	___
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|---------------------------------------------------------------|-------|-------|-------|-------|-------|
| 20. Did you find the state environmental program information. | _____ | _____ | _____ | _____ | _____ |
| 21. Did you find the federal program information. | _____ | _____ | _____ | _____ | _____ |
| 22. Did you find the frequently asked questions. | _____ | _____ | _____ | _____ | _____ |
| 23. Did you find the state contacts directory. | _____ | _____ | _____ | _____ | _____ |
| 24. Did you find the Y2K information for small business. | _____ | _____ | _____ | _____ | _____ |

For the services that you identified above as “very useful”, please explain why you find them very useful.

25. For any service you identified as “not useful” please explain How this service can be changed to better serve your needs.

26. How would you like to see the <site> improved.

27. Are there places where you do business where we should make information about <site> available?

28. Please provide any additional comments or suggestions.

29. On average, how often do you use the <site>?

Daily_____	Monthly_____	Once a year_____
Weekly_____	Quarterly_____	